GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:2526
ANSWERED ON:18.03.2005
IMPROVEMENT IN CUSTOMER SERVICE
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Will the Minister of FINANCE be pleased to state:

(a) the steps taken by the Government for improving the quality of customer service in nationalised banks keeping in view the tough competition posed by the private and foreign banks; and

(b) the success achieved by the Government as a result thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI S.S. PALANIMANICKAM)

(a) & (b) :- Reserve Bank of India (RBI) have reported that they had set up a Committee on Procedures and Performance Audit on Public Services (CPPAPS) t o advise the RBI on improving the quality of its services to common people and institutions. All commercial banks were advised by RBI to constitute Ad hoc Committees to undertake procedures and performance audit on public services rendered by them. Banks have been advised by RBI to constitute a Customer Service Committee of the Board with a view to strengthening the corporate governance structure in the banking system and also to bring about ongoing improvements in the quality of customer service provided by the banks. Nationalised Banks have also introduced a lot of measures such as computerization of branches, installation of ATMs, Single Window Concept, time norms, any branch banking, delivery channels etc. which would enable them to compete with Private Sector/Foreign Banks.